

## MEMORANDUM

TO: Chairman Sara Kyle  
Director Eddie Roberson  
Director Pat Miller  
Director Ron Jones

FROM: Carsie Mundy  
Chief, Consumer Services Division

DATE: March 15, 2007

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-FEBRUARY<sup>1</sup>

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Regulated utility complaints received and investigated in February:	59
Non-regulated complaints received and investigated in February:	4
Number of follow-up investigations made in February:	234
Year-to-date regulated utility complaint total:	127
Number of Telemarketing complaints investigated in February:	56
Year-to-date Telemarketing complaints:	80
Year-to-date total of Tennesseans signed up for Do Not Call Register:	2,808,574
Number of active telemarketing solicitors:	507
Number of Do Not Call Renewal Applications Approved:	3
Number of Do Not Fax complaints investigated in February:	44
Year-to-date total of Do Not Fax complaints:	105
Year-to-date total TDAP devices ordered:	225
Number of calls to Verizon Relay Center: Intrastate: 24,977 Interstate: 2,989	27,966
Number of calls to Cap Tel Center: Intrastate: 6,918 Interstate: 1,412	8,330
Number of Lifeline Applications Approved:	163
Number of Link-up Applications Approved:	13
Total number of calls answered in the queue:	1,227
Outgoing calls to consumers generated by the queue:	45

(Reflects number of complaints received in February 2007 for Utility 1 & Utility 2)

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<sup>1</sup> Data in this report may change as information is updated.

### **Telephone Companies**

1. BellSouth	26
2. CenturyTel	2
3. Embarq	3
4. Frontier/Citizens	1
5. Millington	1
6. TDS	2
7. United	1

### **CLECS**

1. AT&T Residential	2
2. Charter Fiberlink	1

### **Long Distance**

1. AT&T Business	1
2. AT&T Residential	5
3. AT&T Slam	1
4. BellSouth	1
5. Sprint	1

### **Billing Agents**

1. Enhanced Services Billing	1
2. ILD Telecommunications	1
3. The Billing Resource	1

### **Resellers**

1. Angles	1
2. Comcast Phone of Tennessee	5
3. QuantumLink	1
4. Qwest	1
5. Excel	1
6. Vartec	1

### **Gas, Water & Electric**

1. Atlanta Gas	1
2. NGC	2
3. Tennessee American Water Co.	2

### **Regulated Complaints for NR Companies**

1. Member's Edge	1
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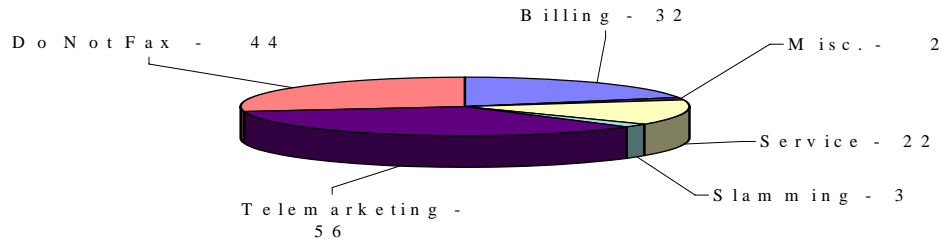
### **Non Regulated Complaints**

1. Access Integrated Networks	1
2. BellSouth	1
3. Embarq	1
4. XO	2

### **VOIP**

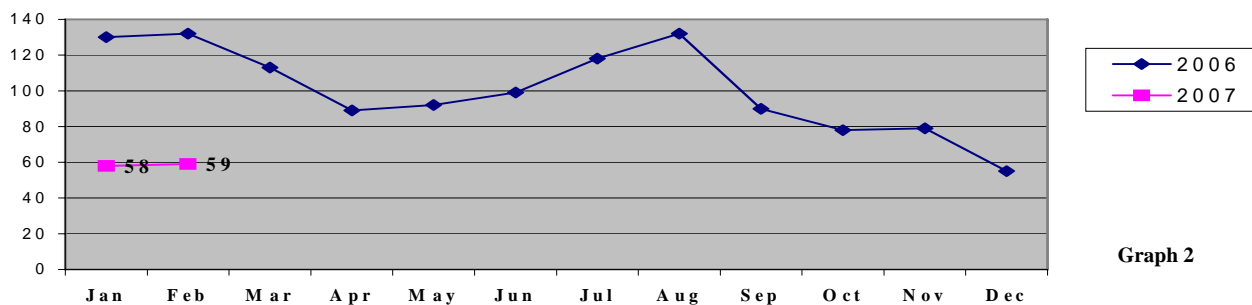
1. Vonage	2
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### Regulated Complaint Totals for February:



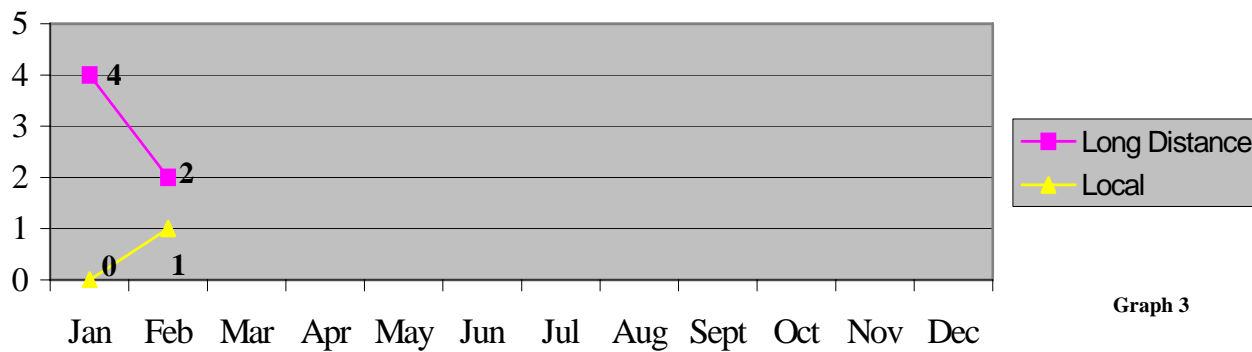
Graph 1

### Regulated Utility Complaints:



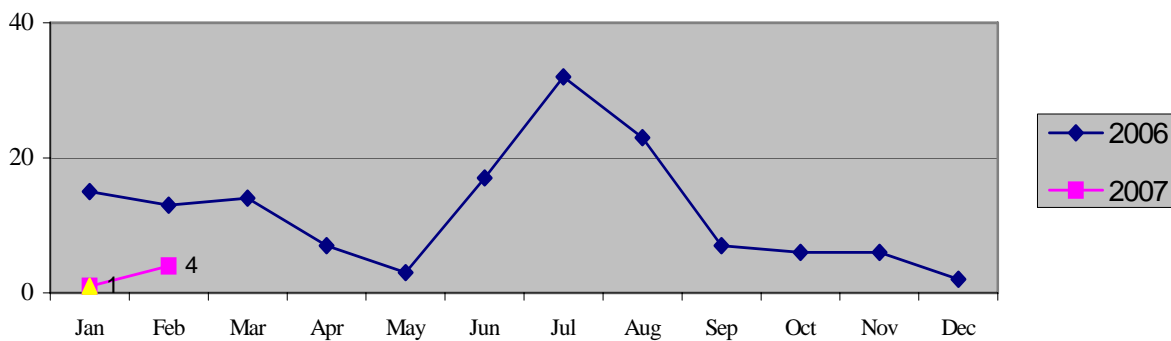
Graph 2

### Slamming Totals:



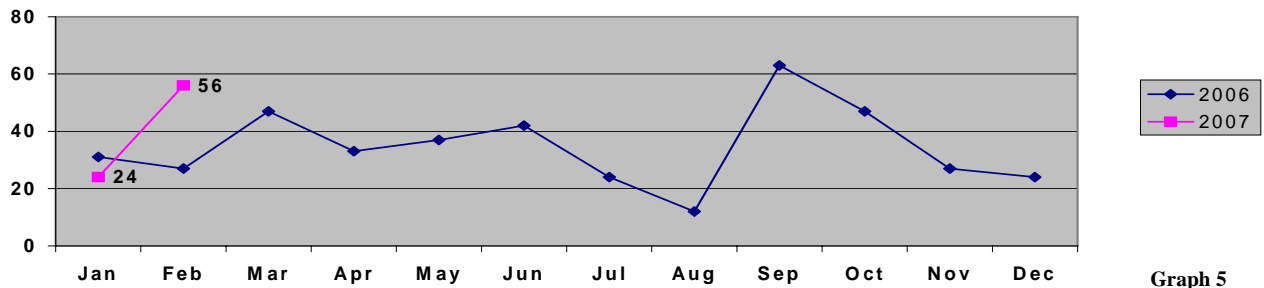
Graph 3

### County Wide Calling Complaints:



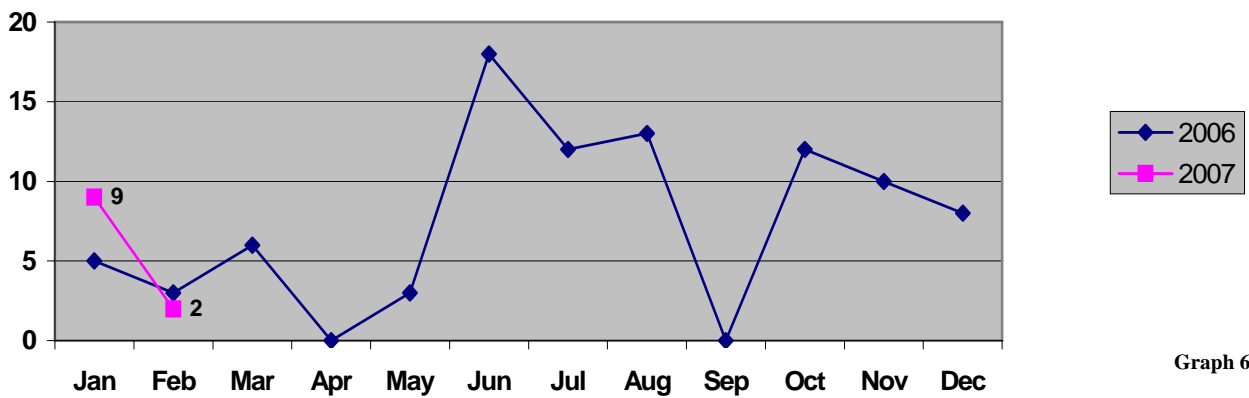
Graph 4

**Telemarketing Complaints: (Most Complaints: Credit Card Services)**



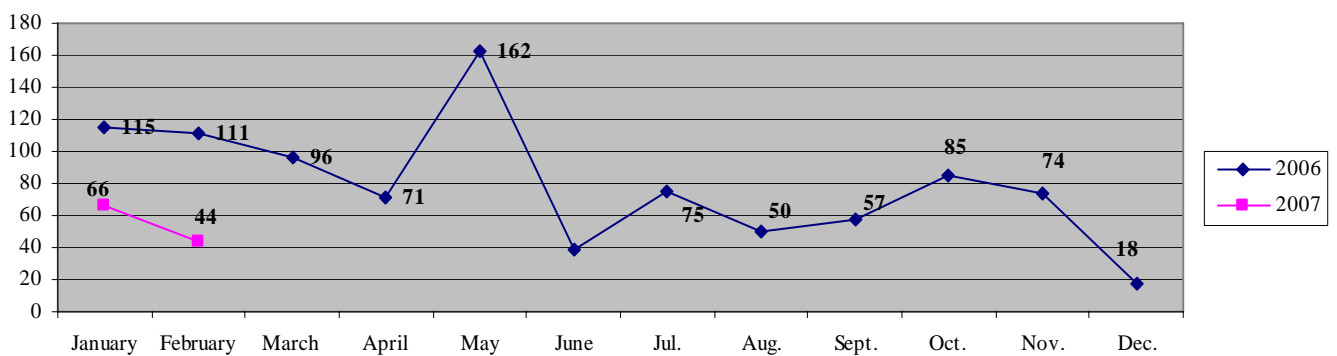
Graph 5

**Telemarketing Solicitor New Applications Approved:**



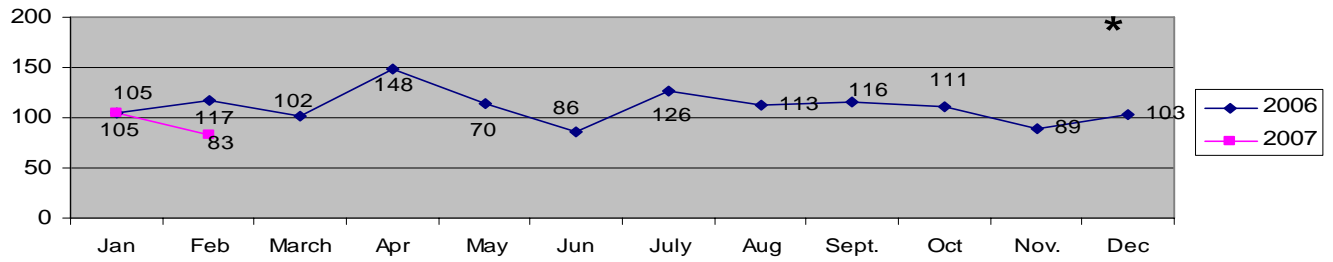
Graph 6

**Do Not Fax Complaints:**



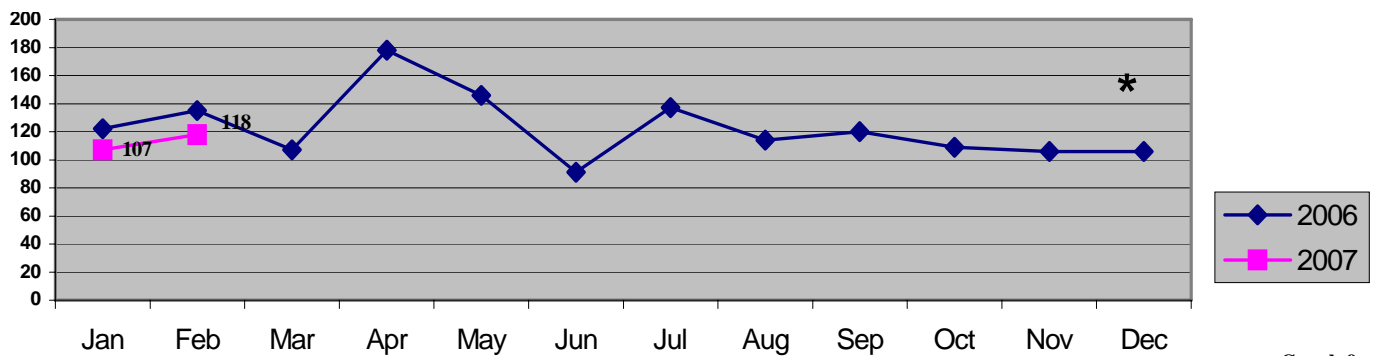
Graph 7

### TDAP Applications Approved:



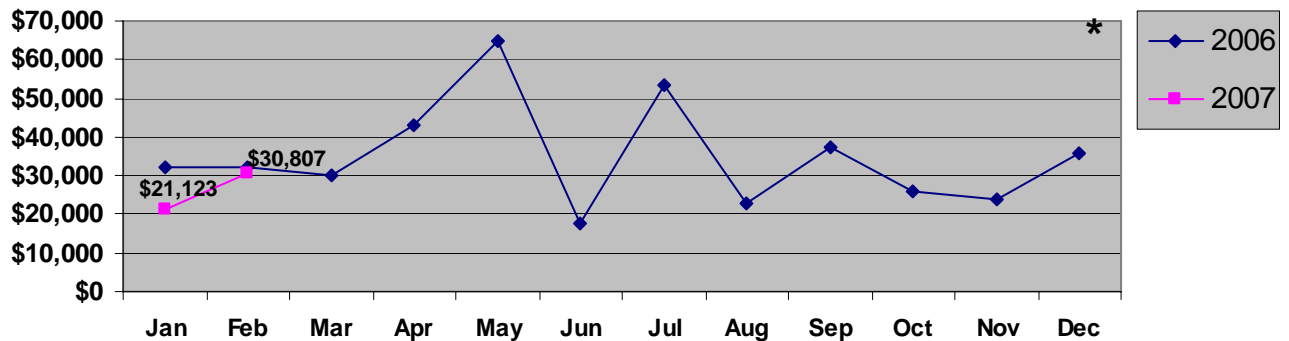
Graph 8

### TDAP Devices Ordered:



Graph 9

### Total Cost of TDAP Devices Ordered:



Graph 10

\*Captel equipment was initially ordered in May 2005

